



Household Hazardous Waste (HHW) Mapping – Lean Management System

Summary

As a team, we stood up performance and flow boards for the Household Hazardous Waste Program



With an EPA facilitator, NHDES staff were led through a multi-day event to set up a system to help manage the HHW program

Team

Sponsor:

- Vince Perelli

Participants:

- Dean Robinson
- Melissa Zych
- Linda Magoon
- Rob Cole
- Tyler Croteau
- Dan Hrobak

Facilitators:

- Linda Darveau, EPA

Contact

- Dean Robinson

The HHW Process

The HHW Coordinator administers grants to participating communities in the state of NH. Approximately 25 grants are distributed to communities annually. The grant management process involves many steps and is tracked for each community to ensure that these communities have the money necessary to avert HHW from entering landfills.

The Problem

- This exercise was a pilot at NHDES, and has been conducted for several months at EPA Region 1
- A current system exists to track and manage HHW grants and distribute funds
- The team identified that one problem is that there remain frequent potentially avoidable inquiries about grant status



The Goals

- Develop a flow board to track grants through the grant cycle process
- Create an implementation plan to solve the problem associated with extraneous grant status inquiries
- Set up a performance board to visually show the status of the implementation plan and have a place around which the team can huddle and understand how the process is running



The Lean Process

The event took place over two half days. With input from the team, we:

- Completed a SIPOC (suppliers, inputs, process, outputs, customers) diagram
- Developing program measures
- Creating a flow board and performance board
- Drafting a problem statement
- Establishing a time for weekly huddles

The Results

As a result of the exercise, we

- Created a flow board to track grants
- Developed an implementation plan to reduce the number of grant inquiries
- Created a performance board to show the implementation plan, SIPOC diagram, tick sheet, and other relevant information, around which the team can better understand the process
- Great Lean training opportunity for all team members.

